



May 1, 2006

RE: RFP DGS-2053 **ADDENDUM #29**

TO ALL INTERESTED BIDDERS:

This addendum makes changes or corrections to the following RFP Sections:

## **SECTION 6.1**

**6.1.3.2.2, page 56.** Deleted the phrase “end-to-end” in the first paragraph.

**Table 6.1.3.2.2.a, page 58.** Modified Feature Description by adding the phrase “Channel Termination (1 end point)”.

**6.1.3.2.3, page 59.** Deleted the phrase “end-to-end” in the first paragraph.

**Table 6.1.3.2.3.a, page 61.** Modified Feature Description by adding the phrase “Channel Termination (1 end point)” and deleted word “Services” under Feature Name because it appears twice.

**6.1.3.2.4, page 62.** Deleted the phrase “end-to-end” in the first paragraph.

**Table 6.1.3.2.4.a, page 63.** Modified Feature Description by adding the phrase “Channel Termination (1 end point)”.

**Table 6.1.6.3, page 123.** Changed the letter “O” in “DSO Equipment” to the number “0” so that the phrase now reads “DS0 Equipment”.

**Table 6.1.11.2.14, page 186.** Deleted extra “s” under Objectives, Tier 1.

**Table 6.1.11.4, page 198.** Added the word “two” in the second line of the Average Monthly Usage (AMUC) row.

## **SECTION 6.2**

**Table 6.2.3.a, page 5-b.** Modified the text in the “International Calling” row and deleted the last 6 rows.



**6.2.10.2, page 35.** Modified text in first paragraph to replace the term “origination” with the term “originating” and deleted the term “terminating” and the phrase “as part of international/overseas service”.

**Table 6.2.12.a, page 39-a through 39-c.** Modified the first 3 Feature rows and deleted the rest of the table.

**6.2.17, page 58.** Corrected the spelling of the word “required” in the first line of the paragraph immediately preceding Table 6.2.17.

**Table 6.2.22.2.3, page 98.** Added the phrase “Orders over 500 – Contracted Service Project Work (Coordinated or Managed)” under the column heading “Business Days”.

**Table 6.2.24.2, page 118.** Added the word “two” in the second line of the Average Monthly Usage (AMUC) row.

### SECTION 6.3

**Table 6.3.2.1.a, page 10.** Added this phrase under Feature Description, Off-Net Toll, “within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico”.

**6.3.2.6, page 23.** Added three sentences regarding the fact that “services must be compliant with every technical requirement of the RFP...” after the second sentence in the paragraph.

**Table 6.3.4.3.a, page 58.** Added this phrase under Feature Description, Off-Net Toll, “within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico”.

**6.3.5.1.4, page 76.** Added “Bidder understands...” statement after last sentence on page.

**Table 6.3.14.2.4, page 142.** deleted the phrase “...and 10 percent of the AMUC...” from the first line under Immediate Rights and Remedies.

**Table 6.3.14.2.5, page 143.** deleted the phrase “...and 10 percent of the AMUC...” and the phrase “...phone number/...” from the first and second lines under Immediate Rights and Remedies.

**Table 6.3.14.2.6, page 144.** deleted the phrase “...and 10 percent of the AMUC...” from the first line under Immediate Rights and Remedies.



**Table 6.3.14.4, page 163.** Added the word “two” in the second line of the Average Monthly Usage (AMUC) row.

**6.3.15.2.4, page 172.** Deleted the bulleted item “Port Location”.

**6.3.15.2.5, page 173.** Deleted the bulleted item “Port Location”.

## **SECTION 6.4**

**6.4.3.1.1, page 10.** Added three sentences regarding the fact that “services must be compliant with every technical requirement of the RFP...” after the second sentence in the paragraph.

**6.4.3.2.1, page 21.** Added three sentences regarding the fact that “services must be compliant with every technical requirement of the RFP...” after the second sentence in the paragraph.

**6.4.14.3, page 168.** Deleted the phrase “via a web enabled application” from the first paragraph, and deleted the word “online” from the second to the last sentence in that same paragraph.

## **SECTION 7-A**

**6.1.2.9.6.a, Additional Call Center Maintenance.** Replaced the term “Agent” in column H, Line item 1 with the term “Agent/Station”.

**6.1.3.2.2.a, Data Transmission Service - Carrier DS0 Service and Features,** Increased Model recurring mo. Qty from 4,000 to 6,000 for DS0 Service Tier 1.

**6.1.3.2.3.a, Data Transmission Service - Carrier DS1 Service and Features,** Increased Model recurring mo. Qty from 11,000 to 16,000 for DS1 Service Tier 1.

**6.1.3.2.4.a, Data Transmission Service - Carrier DS3 Service and Features,** Increased Model recurring mo. Qty from 300 to 400 for DS3 Service Tier 1, and changed the Unit of Measure for Out-of-State DS3 Service to “Monthly”.

**6.1.3.3.a, SONET Service.** Deleted Line items 29 and 30 referring to OC1.

**6.1.3.4.b, ISDN BRI Service and Features.** Replaced the phrase “ISDN usage” with the phrase “Basic ISDN BRI usage” in Line item 8.



**6.1.3.8.a, Digital Subscriber Line (DSL) Features.** Deleted the phrase “Agency Hosted” from the title of this table.

**6.1.5.1.2, Station Wiring Services.** Inserted the term “N/A” in column E, Line items 1-5.

**6.1.5.1.3, Inside Wiring Services.** Inserted the term “N/A” in column E, Line items 1-3.

## **SECTION 7-B**

**6.2.3.a, Long Distance Calling.** Replaced Line items 1-3 with Line items 1-13.

**6.2.6.1.b, Network Based ACD.** Replaced “Locally Based ACD Features” with “Network Based ACD”

**6.2.6.1.4.a, Network ACD MIS Tracking for Each Call Center.** Replaced “ACD” in column H with “Contact Center”.

**6.2.6.1.6.a, Additional Network Call Center Maintenance.** In column H, replaced “Monthly” with “Agent” and “N/A” with “Hourly”.

**6.2.10.b, Toll Free Services.** Added a new Line items 5 and modified Line items 6 by adding the phrase “Switched Access”.

**6.2.10.2.a, International Toll Free Service.** Added a new Line items 1 and modified Line item 6 by adding the phrase “Switched Access”.

**6.2.12.a, Calling Card Services.** Modified Line items 1 and 2 and added a new item 3.

## **SECTION 7-C**

**6.3.5.1.4.a, IP Network Based ACD MIS Tracking for Each Contact Center.** Deleted “up to” in Line item 5 and adjusted the quantities in column I and L, Line items 1-6.

**6.3.5.1.6.a, IP Network Contact Center Maintenance.** Modified Column H, Unit of Measure, Line items 1&2, and modified the Column I, Line item 1 Model recurring mo. qty, and the Column E, Line item 2 Model one time monthly qty.



**6.3.5.3.a, IP Network Based Specialized Call Routing.** Inserted “N/A” in Column D, Line item 2, and modified the Unit of Measure and the quantity in columns H and I, Line item 2.

**6.3.5.4.a & 6.3.5.4.b, Computer Telephone Integration (CTI) for IP Network Based ACD.** Corrected the spelling of the word “Network” and modified the quantity in Column I, Line item 1.

## SECTION 8

**8.2.3, page 2.** Modified second bullet to read “Nine (9)” rather than “Three (3)” and added the phrase, “one copy attached to each proposal hardcopy”.

## SECTION 9

Section 9 is replaced in its entirety. A summary of changes to the previous version of Section 9 follows:

- **Table 9.5.3.a, page 3.** Modified to a 0-3 scoring scale.
- **Table 9.5.3-B, starting page 4.** Maximum available points adjusted for a 0-3 scoring scale.
- **Table 9.5.3-B, starting page 4.** Sections 6.1.12.1-6.1.12.2.8 added.
- **Table 9.5.3-B, starting page 4.** Titles of sections modified to correspond with Section 6.1.
- **Table 9.5.3-C, starting page 7.** Maximum available points adjusted for a 0-3 scoring scale.
- **Table 9.5.3-C, starting page 7.** Titles of sections modified to correspond with Section 6.2.
- **Table 9.5.3-C, starting page 7.** Sections 6.2.23.2.1-6.2.23.2.8 and Section 6.2.24.6 added.
- **Tables 9.5.3, Locations, starting on page 11, and then throughout Section 9.** Introductory wording modified to indicate that six one hundredths (.06) of a point will be earned for the value of each location where service is available.
- **Table 9.5.3-D, starting page 9.** Maximum available points adjusted for a 0-3 scoring scale.
- **Table 9.5.3-D, starting page 9.** Titles of sections modified to correspond with Section 6.1.
- **Table 9.5.3-D, starting page 9.** Sections 6.3.15.2.1-6.3.15.2.8 added.



- **Table 9.5.3-E, starting page 21.** Maximum available points adjusted for a 0-3 scoring scale.
- **Table 9.5.3-E, starting page 21.** Titles of sections modified to correspond with Section 6.1.
- **Table 9.5.3-E, starting page 21.** Sections 6.4.13.2.1-6.4.13.2.8 added.
- **Section 9.5.4 - 9.6.** Text modified to accommodate above changes. Disabled Veteran Business Enterprise (DVBE) Incentive Point Section (9.5.4.4) added, and Section 9.6 modified to correspond to the new point totals, and Cost Evaluation Points adjusted to ensure that the Technical Evaluation and the Cost Evaluation retain a similar proportional relationship. Any applicable DVBE incentive points added.

### **GENERAL NOTE**

All of the references above are summaries. Please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum.

Please send any questions to me via e-mail.

Sincerely,

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## Section 6.1

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Passive Data Bridging</b>	Allows multiple locations to be connected or bridged		
Bidder's Description:			
<b>Variable Mileage Data Transport Service</b>	Variable charge per mile between end points		
Bidder's Description:			

The Contractor may offer the Analog Service and features detailed in Table 6.1.3.2.1.b.

**Table 6.1.3.2.1.b Data Transmission Service - Analog Service and Features (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>Expedite Option</b>	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
<b>Additional unsolicited features offered by the Bidder:</b>			
		N/A	
Bidder's Description:			

#### **6.1.3.2.2 Carrier DS0 Service (M-O)**

The Contractor shall provide DS0 digital data circuits. DS0 service supports point-to-point and multipoint/multi-drop digital data circuits up to 64 Kbps providing full duplex, four wire, synchronous serial digital data transport.

The DS0 service provided by the Contractor shall include the following:

- **Advanced Digital Network (ADN) or equivalent** - A dedicated digital private line service at DS0 and below speeds, providing full duplex, 4 wire, end-to-end, synchronous, data transport
- **Subscriber Access** - Channel termination for the Hi-Cap circuit. One for each termination



The Contractor shall offer the DSO service and features detailed in Table 6.1.3.2.2.a.

**Table 6.1.3.2.2.a Data Transmission Service – Carrier DS0 Service and Features (M-O)**

<b>Feature Name</b>	<b>Feature Description</b>	<b>Meets or Exceeds? Y/N</b>	<b>Document/ Location</b>
<b>DS0 Service Tier 1</b>	Carrier DS0 service as described above Channel Termination (1 end point)		
Bidder's Description:			
<b>Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM)</b>	Variable mileage for dedicated transport (excludes Frame Relay and ATM)		
Bidder's Description:			
<b>Central Office Bridging</b>	Connects three or more Customer designated premises for simultaneous communications on one circuit		
Bidder's Description:			
<b>Customer Network Reconfiguration</b>	Allows Customer changes to connections of individual circuit segments at DCS node, either proactively or within minutes of a trouble detection		
Bidder's Description:			
<b>Out-of-state DS0 service</b>	Out of state DS0 service (local loop)		
Bidder's Description:			

The Contractor may offer the DSO service and features detailed in Table 6.1.3.2.2.b.

**Table 6.1.3.2.2.b Data Transmission Service – Carrier DS0 Service and Features (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>DSO Service Tier 2</b>	Carrier DS0 service as described above		
Bidder's Description:			
<b>Expedite Option</b>	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
<b>Additional unsolicited features offered by the Bidder:</b>			
		N/A	
Bidder's Description:			

### 6.1.3.2.3 Carrier DS1 Service (M-O)

The Contractor shall provide DS1 digital data circuits. DS1 service supports point-to-point digital data circuits up to 1.544Mbps providing full duplex, four wire, synchronous serial digital data transport. The minimum digital signals required are in the following two formats:

- Basic (full 1.544 Mbps)
- Channelized (24 multiplexed DS0 channels — 64 Kbps each)

Basic Carrier DS1 Service shall include the following characteristics:

- **High Capacity** - DS1 class of service
- **Subscriber Access** - Channel termination for the circuit terminating at an IEC point of presence
- **B8ZS** - Line code allowing use of the entire bandwidth of a 1.544 facility. Line codes tell the network how the bits in a bit stream are electronically represented for transport through the network

Feature Name	Feature Description	Meets or Exceeds? N/A	Document/ Location
<b>DS1 Tier 1 Service</b>	Carrier DS1 service as described above Channel Termination (1 end point)		
Bidder's Description			
<b>Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM)</b>	Variable mileage for dedicated transport services (excludes Frame Relay and ATM)		
Bidder's Description			
<b>Customer Network Reconfiguration</b>	Allows Customer changes to connections of individual circuit segments at DCS node, either proactively or within minutes of a trouble detection		
Bidder's Description:			
<b>Out-of-state DS1 service</b>	Out of state DS1 service (local loop)		
Bidder's Description:			

The Contractor may offer the DS1 service and features detailed in Table 6.1.3.2.3.b.

**Table 6.1.3.2.3.b Data Transmission Service – Carrier DS1 Service and Features (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>DS1 Tier 2 Service</b>	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
<b>Expedite Option</b>	Bidders shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
<b>Additional unsolicited features offered by the Bidder:</b>			
		N/A	
Bidder's Description:			

**6.1.3.2.4 Carrier DS3 Service (M-O)**

The Contractor shall provide DS3 digital data circuits. DS3 service supports point-to-point digital data circuits up to 44.736 Mbps providing full duplex, synchronous serial digital data transport. DS3s may be clear-channel or channelized into 28 channels.

Carrier DS3 service shall include the following:

- **High Capacity DS3** - Describes High Capacity DS3 Class of Service
- **Subscriber Access Line with Equipment** - DS3 circuit termination per termination with electrical equipment
- **Central Office Multiplexing** - An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing
- **Packet Delivery** – The monthly average packet delivery shall be greater than 99.9 percent on a monthly average throughput for each circuit. The monthly average percentage shall be derived from the total number of packets/cells/frames output at the network egress port divided by the total number of packets/cells/frames input at the ingress port within the subscribed rate, multiplied by 100

DS3 service shall be in accordance with the North American T-carrier, and applicable ANSI and ITU Standards.

At a minimum, service availability shall be statewide.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

The Contractor shall offer the DS3 service and features detailed in Table 6.1.3.2.4.a

**Table 6.1.3.2.4.a Data Transmission Service – Carrier DS3 Service and Features (M-O)**

<b>Feature Name</b>	<b>Feature Description</b>	<b>Meets or Exceeds Y/N</b>	<b>Document/ Location</b>
<b>DS3 Service Tier 1</b>	Carrier DS3 service as described above Channel Termination (1 end point)		
Bidder's Description:			
<b>Variable Mileage for Dedicated Transport Services (excludes Frame Relay and ATM)</b>	Variable mileage for dedicated transport services (excludes Frame Relay and ATM)		
Bidder's Description:			
<b>Customer Network Reconfiguration</b>	Allows Customer changes to connections of individual circuit segments at DCS node, either proactively or within minutes of a trouble detection		
Bidder's Description:			
<b>Central Office Multiplexing with Reconfiguration</b>	An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using time division multiplexing		
Bidder's Description:			
<b>Out-of-state DS3 service</b>	Out of state DS3 service (local loop)		
Bidder's Description:			

price when a Customer wants to add additional CPE after the successful Transition from CALNET I to CALNET II services or when a Customer wishes to initiate other changes or upgrades. Bidders shall identify each piece of proprietary Managed Frame CPE in the table provided below.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

The Contractor shall offer managed frame CPE required for the Transition that is only available for distribution exclusively by the Bidder as detailed in Table 6.1.6.3.

**Table 6.1.6.3, Exclusive Managed Frame CPE (M-O)**

Item #	Manufacturer	Model Number	Meets/exceeds rqmt? Y/N	Reference document and location
1				
	Bidder's description: (DS0 Equipment)			
2				
	Bidder's description: (DS1 Equipment)			
3				
	Bidder's description: (DS3 Equipment)			
List other managed frame Equipment required for the Transition that is only available for distribution by the Bidder below. Note: DTS/ONS reserves the right to include or exclude any of the items offered below in the final Contract.				
4				
	Bidder's description:			
5				
	Bidder's description:			
6				
	Bidder's description:			
7				
	Bidder's description:			
8				
	Bidder's description:			
9				
	Bidder's description:			

**6.1.11.2.14 Time to Repair (TTR) – Minor (M)**

Services	Time to Repair (TTR)-Minor																				
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Carrier*</p> <p>Frame Relay*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>SONET*</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p><b>Definition</b></p> <p>A Minor Fault shall be defined as a trouble ticket opened with the Contractor’s helpdesk on the loss of any circuit or service to a single End-User at a site.</p> <p><b>Measurement Process</b></p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The circuit or service is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p><b>Objectives</b></p> <table border="1" data-bbox="654 993 1356 1491"> <tr> <th data-bbox="654 993 1011 1045">Tier 1</th><th data-bbox="1011 993 1356 1045">Tier 2</th></tr> <tr> <td data-bbox="654 1045 1011 1087">Analog=less than 5 hours</td><td data-bbox="1011 1045 1356 1087">Analog=less than 3 hours</td></tr> <tr> <td data-bbox="654 1087 1011 1129">DS0=less than 5 hours</td><td data-bbox="1011 1087 1356 1129">DS0=less than 3 hours</td></tr> <tr> <td data-bbox="654 1129 1011 1171">DS1=less than 4 hours</td><td data-bbox="1011 1129 1356 1171">DS1=less than 3 hours</td></tr> <tr> <td data-bbox="654 1171 1011 1213">DS3=less than 2 hours</td><td data-bbox="1011 1171 1356 1213">DS3=less than 3 hours</td></tr> <tr> <td data-bbox="654 1213 1011 1255">DSL=less than 5 hours</td><td data-bbox="1011 1213 1356 1255">DSL=less than 3 hours</td></tr> <tr> <td data-bbox="654 1255 1011 1297">DSL VPN=less than 5 hours</td><td data-bbox="1011 1255 1356 1297">DSL VPN=less than 3 hours</td></tr> <tr> <td data-bbox="654 1297 1011 1339">ISDN=less than 5 hours</td><td data-bbox="1011 1297 1356 1339">ISDN=less than 3 hours</td></tr> <tr> <td data-bbox="654 1339 1011 1381">PRI ISDN=less than 5 hours</td><td data-bbox="1011 1339 1356 1381">PRI ISDN=less than 3 hours</td></tr> <tr> <td data-bbox="654 1381 1011 1491">Gig Ethernet = less than 4 hours</td><td data-bbox="1011 1381 1356 1491">Gig Ethernet = less than 3 hours</td></tr> </table> <p><b>Immediate Rights and Remedies</b></p> <p>Failing to meet the SLA Objective shall result in a 15 percent rebate of the TMRC per occurrence.</p> <p>End-User Escalation Process</p>	Tier 1	Tier 2	Analog=less than 5 hours	Analog=less than 3 hours	DS0=less than 5 hours	DS0=less than 3 hours	DS1=less than 4 hours	DS1=less than 3 hours	DS3=less than 2 hours	DS3=less than 3 hours	DSL=less than 5 hours	DSL=less than 3 hours	DSL VPN=less than 5 hours	DSL VPN=less than 3 hours	ISDN=less than 5 hours	ISDN=less than 3 hours	PRI ISDN=less than 5 hours	PRI ISDN=less than 3 hours	Gig Ethernet = less than 4 hours	Gig Ethernet = less than 3 hours
Tier 1	Tier 2																				
Analog=less than 5 hours	Analog=less than 3 hours																				
DS0=less than 5 hours	DS0=less than 3 hours																				
DS1=less than 4 hours	DS1=less than 3 hours																				
DS3=less than 2 hours	DS3=less than 3 hours																				
DSL=less than 5 hours	DSL=less than 3 hours																				
DSL VPN=less than 5 hours	DSL VPN=less than 3 hours																				
ISDN=less than 5 hours	ISDN=less than 3 hours																				
PRI ISDN=less than 5 hours	PRI ISDN=less than 3 hours																				
Gig Ethernet = less than 4 hours	Gig Ethernet = less than 3 hours																				

#### 6.1.11.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Availability Percentage	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Average Monthly Usage Cost (AMUC)	Applies to services that include or totally consist of usage based cost. The AMUC shall be the previous two month's usage cost per circuit, phone number or service.
Catastrophic Outage 1 CAT 1	The total loss of either the service or circuits, 25 or greater at the same address location, or any single OCX.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office.  Or, a backbone failure or failure of any part of the Equipment associated with the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a system wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 1, CAT 2, and CAT 3 outages.
Enhanced Services	Shall be defined to include the following services Computer Telephone Integration, Premise Based ACD, Interactive Voice Response/Call Router (IVR), Specialized Call Routing
Enhanced Service Outage	The total loss of an Enhanced Service at a single End-User location.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a circuit or service, for more than twelve (Tier 2) or twenty-four hours (Tier 1).
Major Fault	Defined as trouble tickets opened with the Contractor's helpdesk: On five (5) or more physical circuit (DS-1 or higher speed) at the same address location. Or The loss of 2 or more service types to a single End-User at the same address location.



## Section 6.2

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Inter-State Calling Switched to Dedicated Access</b>	Per minute charges for calls between California and a termination point in another state.		
Bidder's Description:			
<b>Inter-State Calling Switched to Switched Access</b>	Per minute charges for calls between California and a termination point in another state.		
Bidder's Description:			
<b>International Calling</b>	International base rate per minute for specific countries.		
Bidder's Description:			

The Contractor may offer the Toll Free SCR services detailed in Table 6.2.10.1.b.

**Table 6.2.10.1.b Toll Free Specialized Call Routing (SCR) (D)**

		Meets or Exceeds? Y/N	Document/ Location
<b>Additional unsolicited features offered by the Bidder:</b>			

### 6.2.10.2 International Toll Free Service (M-O)

Contractor shall provide an international toll free service that allows for a Toll Free call originating in another country to complete to a U.S. destination. It shall also allow outbound Toll Free services to overseas locations. The countries to be priced are the United Kingdom, China, Japan, Spain, Switzerland, Brazil, Mexico, Canada, Israel, Korea, Germany, Italy, and France.

The Contractor's International Toll Free service shall include the following features:

Routing Features:

- **Day of Week Routing** - Allows Customers to route calls to different locations based on the day of the week
- **Holiday Routing** - Allows the Customer to designate different routing for specific holidays and key events
- **Time of Day (TOD) Routing** - Based on the time of day, this feature allows the Customer to route calls made to a single 'Toll Free' number to different answering locations
- **Alternate Routing** - Allows the Customer to pre-define alternate routing arrangements, known as Alternate Plans
- **Terminating Features** - Requires DAL Termination
- **Real-Time Dialed Number Identification Service (DNIS)** - Provides the 10-digit number dialed by the caller
- **Real-Time Automatic Number Identification (ANI)** - Provides the caller's full 10-digit originating telephone number

The Contractor shall offer the Calling Card Services detailed in Table 6.2.12.a.

**Table 6.2.12.a Calling Card Services (M-O)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>Standard Calling Card</b>	Calling card usage that is paid per call. Additional Per Minute rates as identified in Table 6.2.3.a apply.		
Bidder's Description :			
<b>Limited Usage Calling Card</b>	Calling card that is prepaid and is rechargeable. Per Minute fee for use.		
Bidder's Description :			
<b>Limited Usage Calling Card (Recharge)</b>	Recharge fee for renewal or recharge.		
Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description :			
Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location

**6.2.17 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M-O)**

Contractor shall provide Customer Premise Equipment (CPE) under the CALNET II only to support the specific network services provided under this RFP Section 6.2 (Module 2) at the prices provided by the Bidder in Section 7 for the associated Services and features (CPE prices are to be included in the Service or feature price).

Bidder may specifically list additional CPE and must identify the service it supports in the Unsolicited features section. Inclusion of additional unsolicited CPE on the Contract will require the approval of DTS/ONS. Bidder is to list a set percent discount of the Manufacturer's current Suggested Retail Price (MSRP). Bidder is obligated to offer that same discount to equipment that may have future upgrades, reconfigurations, new models, etc.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

Contractor may offer exclusively available Equipment required for the Transition as described in table 6.2.17. Note: DTS/ONS reserves the right to include or exclude any of the items offered below in the final Contract.

**Table 6.2.17 Proprietary Equipment (M-O)**

	Manufacturer	Model Number	Meets or exceeds? Y/N	Reference document and location
1				
	Bidder's description:			
2				
	Bidder's description:			
3				
	Bidder's description:			
4				

**6.2.22.2.3 Calling Card Provisioning (M)**

Services	Business Days	Calling Card Provisioning
Billed Monthly Calling Cards	<p>For Transition: Contracted Service Project Work (Section 6.2.25.1)</p> <p>Following Transition: Orders under 500 – 5 Business Days Orders over 500 – Contracted Service Project Work (Coordinated or Managed)</p>	<p><b>Definition</b></p> <p>Provisioning is defined as issuing new Calling Cards on or before the due dates.</p> <p><b>Measurement Process</b></p> <p>Individual Order: The duration of time beginning when an order is placed for a calling card(s) and delivery of and activation of the ordered card(s) following account setup.</p> <p><b>Objective</b></p> <p>Activated cards delivered to the Customer within the timeframes</p>
Limited Usage Calling Cards	<p>Orders under 500 – 15 Business Days Orders over 500 – Contracted Service Project Work (Coordinated or Managed)</p>	<p><b>Immediate Rights and Remedies</b></p> <p>\$1 per card per day that each card is not activated and delivered to the Customer within the required time frames.</p> <p><b>Monthly Rights and Remedies:</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### 6.2.22.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Average Monthly Usage Cost (AMUC)	Applies to services that include or totally consist of usage based cost. The AMUC shall be derived by averaging the previous two month's usage cost per phone number or service.
Catastrophic Outage 2 CAT 2	A total failure of a service type in a central office. Or, a backbone failure or failure of any part of the Equipment associated with the backbone.
Catastrophic Outage 3 CAT 3	The total loss of more than one service type in central office, or the loss of any service type on a System wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 2, and CAT 3 outages.
Enhanced Services	Shall be defined to include the following services Computer Telephone Integration, Network Based ACD, Network Based Interactive Voice Response/Call Router (IVR), Specialized Call Routing
Enhanced Service Outage	The total loss of an Enhanced Service at a single End-User location.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for 12 or more hours.
Response Duration	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled or scheduled upgrades
Time to Repair	The circuit is unusable during the time the trouble ticket is recorded as open in the Contractor's trouble ticket System minus stop clock conditions. This SLA is applied per occurrence.
Total Monthly Recurring Charges (TMRC)	All charges that comprise the total monthly reoccurring charges per service.
Unavailable Time	Includes Catastrophic Outages. The total hours from when a trouble ticket is opened until the problem is restored minus stop clock condition durations.

## Section 6.3



Contractor shall offer the hosted standalone IP telephony business line service features detailed in Table 6.3.2.1.a.

**Table 6.3.2.1.a Hosted Standalone IP Telephony Business Line Service Features (M-O)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Basic Hosted Standalone IP Telephony Business Line Service</b>	Basic Hosted Standalone IP Telephony business line features as listed above		
Bidder's Description:			
<b>Off-Net Toll</b>	Toll charges (per minute) for traffic that must be routed off the IP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico		
Bidder's Description:			
<b>Off-Net Toll Free</b>	Allows a Customer to make and receive off-net toll free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.		
Bidder's Description:			

Contractor may offer the hosted standalone IP telephony business line service features detailed in Table 6.3.2.1.b.

**Table 6.3.2.1.b Hosted Standalone IP Telephony Business Line Service Features (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Expedite Option</b>	Bidder shall describe installation interval commitment and expedite criteria		
Bidder's Description:			
<b>Additional unsolicited features offered by the Bidder:</b>			
		N/A	
Bidder's Description:			

For those End-Users with specific needs not met by standard audio conferencing, the Contractor may offer the audio conferencing options detailed in table 6.3.2.5.b.

**Table 6.3.2.5.b Hosted Standalone IP Telephony Audio Conferencing Features (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Additional unsolicited features offered by the Bidder:</b>			
		N/A	
Bidder's Description:			

### **6.3.2.6 Statewide Hosted Standalone IP Telephony Services in Additional Specific Geographic Locations/Availability (D)**

The State seeks, and the Bidder may provide, Hosted Standalone IP Telephony services to specific locations identified in Table 6.3.2.6 below. Bidders shall receive additional evaluation points for locations where services are established and fully operational at time of Bid submission. These services must be compliant with every technical requirement of the RFP in order to qualify for each location identified. Bidders should not identify/commit to any site that is not 100% compliant with the requirements of this RFP. Additionally, any deviation of the technical requirements in any other subsection of section 6 will negate the award of all points contained in this table.

Bidders will be awarded zero points for no service and the weighted point assignment multiplied by 1/10<sup>th</sup> of a point for a commitment to provide service for each location listed. (refer to Section 9.5.3 for weighting). In order for a Bidder to qualify for additional points they must provide a price for each committed location as detailed in Section 7 (excludes locations designated as required in Section 6.3.2 above).

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**Table 6.3.4.3.a Converged Services, IP Telephony Business Line Service Features (M-O)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Converged Services, IP Telephony Business Line Service</b>	Basic IP Telephony Business Line Service features as listed above		
Bidder's Description:			
<b>Off-Net Toll</b>	Toll charges (per minute) for traffic that must be routed off the IP network within the 50 United States, the District of Columbia, the Virgin Islands, and Puerto Rico		
Bidder's Description:			
<b>Off-Net Toll Free</b>	Allows a Customer to make and receive off-net toll free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.		
Bidder's Description:			

Contractor may offer the Converged Services, IP telephony business line service features detailed in Table 6.3.4.3.b.

**Table 6.3.4.3.b Converged Services, IP Telephony Business Line Service Features (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
<b>Additional unsolicited features offered by the Bidder:</b>			
		N/A	
Bidder's Description:			

**Technical Requirements** - The service shall meet the technical Requirements listed below. Performance shall be measured to the CCH and verified through reports provided by the Contractor.

**Availability** – 99.2 percent

**Measurement** – Adhere to the Requirements set forth in Section 6.3.14.2

**Jitter** (delay variance) – Less than 15 ms

**Packet Loss** – Maximum .5 percent

- Number of agents / queue slots available
- Number of incoming calls to each LDN
- Total number and length of calls
- Total number of calls abandoned
- Incremental breakdown of the number of calls abandoned after or before announcement
- Total number of calls by account code

The “Tracking for Agents” Software package shall provide real time tracking of the following data by Agency:

- Number of agents logged on
- Number of agents busy on Contact Center calls or on non-Contact Center calls
- Number of idle agents by Contact Center or by queue
- Number of agents in Clerical status
- Number of agents logged-off

The “Tracking for Agents” Software shall also provide historical tracking of individual agent performance, including:

- Total number of calls answered by LDN, by queue, and by account code
- Agent time tracking (logged on, status, logged off, etc.)
- Average number of calls answered per hour
- Average duration of calls
- Average of hold time
- Percentage of time available, on call, on hold, idle
- Incremental breakdown of duration of calls

All data shall be provided in a spreadsheet or comma delineated format so that Customers may prepare ad hoc reports.

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.14.2.4 Catastrophic Outage 1 (M)**

Services	Catastrophic Outage 1
Hosted Standalone IP Telephony Business Line Services  IP Transport for Converged Services  Converged Services, IP Telephony Business Line Services	<p><b>Definition</b></p> <p>The total loss of two or more services at one address.</p> <p><b>Measurement Process</b></p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each End-User service affected by the common cause. Each End-User service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p><b>Objectives</b></p> <p>Less than 2 hours</p> <p><b>Immediate Rights and Remedies</b></p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.14.2.5 Catastrophic Outage 2 (M)**

Services	Catastrophic Outage 2
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>IP Transport for Converged Services</p> <p>Converged IP Telephony Business Line Services</p>	<p><b>Definition</b></p> <p>A total failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network.</p> <p><b>Measurement Process</b></p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per End-User service basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each End-User service is considered out of End-User service from the first notification until the Contractor determines the End-User service is restored. Any End-User service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p><b>Objectives</b></p> <p>Less than 30 minutes</p> <p><b>Immediate Rights and Remedies</b></p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

**6.3.14.2.6 Catastrophic Outage 3 (M)**

Services	Catastrophic Outage 3
Hosted Standalone IP Telephony Business Line Services  IP Transport for Converged Services  Converged IP Telephony Business Line Services	<p><b>Definition</b></p> <p>The total loss of any service type on a network wide basis.</p> <p><b>Measurement Process</b></p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per End-User service basis from information recorded from the network Equipment or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each End-User service affected by the common cause. Each End-User service is out of service from the first notification until the Contractor determines the End-User service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p><b>Objectives</b></p> <p>Less than 15 minutes</p> <p><b>Immediate Rights and Remedies</b></p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 3 fault</p> <p><b>Monthly Rights and Remedies</b></p> <p>N/A</p>

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### 6.3.14.4 Glossary of SLA Related Terms (M)

The following SLA definitions apply to this Contract:

SLA	Definition
Availability percent	The Scheduled Uptime less Unavailable Time divided by Scheduled Uptime multiplied by 100.
Average Monthly Usage Cost (AMUC)	Applies to services that include or totally consist of usage-based cost. The AMUC shall be derived by averaging the previous two month's usage cost per port, or service.
Catastrophic Outage 1 CAT 1	The total loss of service to 50 or greater End-Users at the same address.
Catastrophic Outage 2 CAT 2	A total failure of the Contractor's (or subcontractor's or Affiliate's) network Equipment nearest the End-User locations regardless of where the failure occurs in the network.
Catastrophic Outage 3 CAT 3	The total loss of any service type on a network wide basis.
CAT Outage	Catastrophic outage as further defined above for CAT 1, CAT 2, and CAT 3 outages.
Excessive Outage	An Excessive outage shall be defined as a trouble ticket opened with the Contractor on a service, for more than twelve hours
IP Contact Center Service Outage	The total loss of an IP Contact Center Service at a single End-User location.
Jitter	Variations in transfer delay measured from Contractor to Customer hand-off to remote Contractor to Customer hand-off (CCH to CCH).
Mean Time to Respond	The time it takes the Contractor to call back the Customer acknowledging receipt of the trouble ticket or incident report by the Contractor helpdesk personnel.
Packet Loss	Packet loss measured from Contractor's hand off to Customer at each end of data channel.
Response Duration from Receipt of Order	The interval for Contractor response to initial request from Customer when initiating a project request.
Provisioning	New service, adds, moves and changes.
Scheduled Uptime	The total time less time required for scheduled maintenance or scheduled upgrades



- Date and time trouble ticket opened
  - Date and time trouble ticket closed
  - Duration
  - Total credits
  - Services affected (Unique identifier)
  - SLA type
  - Location(s)
- 

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

#### **6.3.15.2.5 DTS/ONS Service Order/Provisioning Fiscal Report (M)**

The DTS/ONS Service Order/Provisioning Fiscal Report for products and services ordered by Customers shall provide, at a minimum, the following information:

- Agency ID
- Customer name
- Customer address

- Bill payer number
- Billing number
- Contractor service order number
- Date of service order
- STD. 20 number or Agency order number
- Description of service ordered
- Contract rate
- Administrative Fee rate
- Customer rate (Contract rate with Administrative Fee)
- Unique service/feature identification code
- Service Location (no abbreviations for street, city, zip code)
- Total lines (per seat quantity) \_\_\_\_\_
- Install date
- Equipment
- Completion date if different than install date
- Subcontractor or Affiliate name

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

## Section 6.4

**6.4.3.1.1 BFWA Data Channel Basic Line Rate Additional Specific Listed Geographic Locations/Availability (D)**

The State seeks, and the Bidder may provide, BFWA service to specific locations identified in the Geographic lists of sites in Table 9.5.3-E1. upon RFP submittal. Bidders shall receive additional evaluation points for locations where services are established and fully operational at time of Bid submission (refer to section 9 Evaluation, Table 9.5.3-E).

The service must be compliant with every technical requirement of the RFP in order to qualify for each location identified. Bidders should not identify/commit to any site that is not 100% compliant with the requirements of this RFP. Additionally, any deviation of the technical requirements in any other subsection of section 6 will negate the award of all points contained in this table.

Bidders will be awarded zero points for no service and the weighted point assignment multiplied by 1/10<sup>th</sup> of a point for a commitment to provide service for each location listed (refer to Section 9.5.3 for weighting). In order for a Bidder to qualify for additional points they must provide a price for each committed location as listed in Section 7 (excludes location designated as required in Section 6.4.3.1 above).

*Bidder understands the Requirement and shall meet or exceed it? Yes\_\_\_\_\_ No\_\_\_\_\_*

*Reference: document\_\_\_\_\_*

*location\_\_\_\_\_ page\_\_\_\_\_ paragraph\_\_\_\_\_*

*Description:*

Bidder's Description:

Contractor may offer the BFWA data channel enhanced line rate service and features detailed in Table 6.4.3.2.b.

**Table 6.4.3.2.b BFWA Data Channel Enhanced Line Rate Service and Features (D)**

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
<b>Expedite Option</b>	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
<b>Portability Option</b>	BFWA solution as a service at 200Kbps as described above with the ability to easily deploy in a temporary non fixed environment.		
Bidder's Description:			
<b>Additional unsolicited features offered by the Bidder:</b>			
Bidder's Description:			

#### **6.4.3.2.1. BFWA Data Channel Enhanced Line Rate Additional Specific Listed Geographic Locations/Availability (D)**

The State seeks, and the Bidder may provide, BFWA service to specific locations identified in the Geographic lists of sites in Table 9.5.3-E2 upon RFP submittal. Bidders shall receive additional evaluation points for locations where services are established and fully operational at time of Bid submission (refer to section 9 Evaluation, Table 9.5.3-E).

The service must be compliant with every technical requirement of the RFP in order to qualify for each location identified. Bidders should not identify/commit to any site that is not 100% compliant with the requirements of this RFP. Additionally, any deviation of the technical requirements in any other subsection of section 6 will negate the award of all points contained in this table.

Bidders will be awarded zero points for no service and the weighted point assignment multiplied by 1/10<sup>th</sup> of a point for a commitment to provide service at each location listed (refer to Section 9.5.3 for weighting. In order for a Bidder to qualify for additional points they must provide a price for each committed location in Section 7 (excludes the required locations described in Section 6.4.3.1 above).

*Bidder understands the Requirement and shall meet or exceed it? Yes \_\_\_\_\_ No \_\_\_\_\_*

*Reference: document \_\_\_\_\_*

#### 6.4.14.3 Customer Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible 24 hours a day, 7 days a week. The Contractor's Customer Service Center, as described in Section 6.4.11.1 will respond to the Customer's ticket in accordance with the SLA objectives. Customer shall have the capability of opening tickets either by a web-enabled application or calling the toll free Customer service number available 24 hours a day, 7 days a week. The trouble ticket system shall apply to all contracted services. Customers shall have a real-time view of the ticket data for all service issues. Only Contract related trouble tickets will appear in this system. A separate ticket shall be opened for each service. Customers shall have access to the complete ticket data for a 3-month period after each ticket has been closed. Customer shall have access to historical complete ticket data for 18 months and this data shall be delivered by the Contractor within 10 business days of request.

##### Minimum Requirements:

The ticketing system shall include the following minimum information:

- Contractor ticket number
- Agency name
- Agency identification number
- Customer contact information
- Service identifier
- Service type
- Time/date ticket was opened
- Time/date ticket closed
- Address end point locations
- Problem description
- Chronological history of Contractor activity (text)
- Estimated time of arrival
- Actual time/date of arrival
- Estimated time of restoral
- Actual time/date of restoral

# Section 7-A

Cost Table 6.1.2.9.6 Additional Call Center Maintenance

## 6.1.2.9.6.a, Additional Call Center Maintenance (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	7/24 On-Site Call Center Maintenance		N/A	N/A	N/A		Agent/Station	2000	\$ -	N/A	N/A	N/A	\$ -
2	Remote Call Center Maintenance Support for off hours			50	\$ -		per hour	N/A	N/A	N/A	N/A	N/A	\$ -
3	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
4	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

## 6.1.2.9.6.b, Additional Call Center Maintenance (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
5				N/A	N/A			N/A	N/A		N/A	N/A	N/A
6				N/A	N/A			N/A	N/A		N/A	N/A	N/A
7				N/A	N/A			N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
16	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -



Cost Table 6.1.3.2.2 Data Transmission Service - Carrier DS0 Service and Features

## 6.1.3.2.2.a, Data Transmission Service - Carrier DS0 Service and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	DS0 Service Tier 1			105	\$ -		Circuit	6,000	\$ -	N/A	N/A	N/A	\$ -
2	Variable Mileage for Dedicated Transport Services (Excludes Frame Relay and ATM)			N/A	N/A		per mile	30,000	\$ -	N/A	N/A	N/A	\$ -
3	Central Office Bridging			11	\$ -		port	350	\$ -	N/A	N/A	N/A	\$ -
4	Customer Network Reconfiguration			N/A	N/A		Monthly	15	\$ -	N/A	N/A	N/A	\$ -
5	Out-of-state DS0 service			3	\$ -		per circuit	50	\$ -	N/A	N/A	N/A	\$ -
6	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
7	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

## 6.1.3.2.2.b, Data Transmission Service - Carrier DS0 Service and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
8	DS0 Tier 2			45	\$ -		Circuit	1,200	\$ -	N/A	N/A	N/A	\$ -
9	Expedite Option			15	\$ -	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	\$ -
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
15	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Cost Table 6.1.3.2.3 Data Transmission Service - Carrier DS1 Service and Features

## 6.1.3.2.3.a, Data Transmission Service - Carrier DS1 Service and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	DS1 Tier 1 Service			225	\$ -		circuit/mo	16,000	\$ -	N/A	N/A	N/A	\$ -
2	Variable Mileage for Dedicated Transport Services (Excludes Frame Relay and ATM)		N/A	N/A	N/A		per mile	75,000	\$ -	N/A	N/A	N/A	\$ -
3	Customer Network Reconfiguration		N/A	N/A	N/A		Monthly	15	\$ -	N/A	N/A	N/A	\$ -
4	Out-of-State DS1-Service			5	\$ -		Call	100	\$ -	N/A	N/A	N/A	\$ -
5	Model Monthly Totals;				\$ -				\$ -			\$ -	\$ -
6	Model Annual Totals;				\$ -				\$ -			\$ -	\$ -

## 6.1.3.2.3.b, Data Transmission Service - Carrier DS1 Service and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
7	DS1 Tier 2			75	\$ -		circuit/mo	5,000	\$ -	N/A	N/A	N/A	\$ -
8	Expedite Option			50	\$ -	N/A	Circuit	N/A	N/A	N/A	N/A	N/A	\$ -
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14	Model Monthly Totals;				\$ -				\$ -			\$ -	\$ -
15	Model Annual Totals;				\$ -				\$ -			\$ -	\$ -

**Cost Table 6.1.3.2.4 Data Transmission Service – Carrier DS3 Service and Features**

## 6.1.3.2.4.a, Data Transmission Service – Carrier DS3 Service and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	DS3 Service Tier 1			6	\$ -		Circuit	400	\$ -	N/A	N/A	N/A	\$ -
2	Variable Mileage for Dedicated Transport Services (Excludes Frame Relay and ATM)		N/A	N/A	N/A		per mile	1,900	\$ -	N/A	N/A	N/A	\$ -
3	Customer Network Reconfiguration		N/A	N/A	N/A		Monthly	5	\$ -	N/A	N/A	N/A	\$ -
4	Central Office Multiplexing with Reconfiguration		N/A	N/A	N/A		Monthly	35	\$ -		7	\$ -	\$ -
5	Out-of-State DS3 Service			1	\$ -		Monthly	20	\$ -	N/A	N/A	N/A	\$ -
6	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
7	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

## 6.1.3.2.4.b, Data Transmission Service – Carrier DS3 Service and Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
8	DS3 Service Tier 2			N/A	N/A		Circuit	N/A	N/A	N/A	N/A	N/A	N/A
9	Expedite			N/A	N/A	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
16	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Cost Table 6.1.3.3, SONET Service

## 6.1.3.3.a, SONET Service (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	SONET Dedicated Ring Local Loop Service (OC3) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
2	SONET Dedicated Ring Local Loop Service (OC3) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
3	SONET Dedicated Ring Local Loop Service (OC12) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
4	SONET Dedicated Ring Local Loop Service (OC12) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
5	SONET Dedicated Ring Local Loop Service (OC48) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
6	SONET Dedicated Ring Local Loop Service (OC48) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
7	SONET Dedicated Ring Local Loop Service (OC192) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
8	SONET Dedicated Ring Local Loop Service (OC192) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
9	SONET Dedicated Point to Point Local Loop Service (OC3) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
10	SONET Dedicated Point to Point Local Loop Service (OC3) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
11	SONET Dedicated Point to Point Local Loop Service (OC12) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
12	SONET Dedicated Point to Point Local Loop Service (OC12) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
13	SONET Dedicated Point to Point Local Loop Service (OC48) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
14	SONET Dedicated Point to Point Local Loop Service (OC48) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
15	SONET Dedicated Point to Point Local Loop Service (OC192) Tier 1		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
16	SONET Dedicated Point to Point Local Loop Service (OC192) Tier 2		N/A	ICB	N/A	N/A	Per loop	ICB	N/A	N/A	N/A	N/A	N/A
17	Central Office Access Ports (OC3 ) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
18	Central Office Access Ports (OC3 ) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
19	Central Office Access Ports (OC12) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
20	Central Office Access Ports (OC12) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
21	Central Office Access Ports (OC48) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
22	Central Office Access Ports (OC48) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
23	Central Office Access Ports (OC192) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
24	Central Office Access Ports (OC192) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
25	Premise Access Ports (T1) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
26	Premise Access Ports (T1) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
27	Premise Access Ports 45 Mbps (DS3) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
28	Premise Access Ports (DS3) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
29	<del>Premise Access Ports (OC1) Tier 1</del>			<del>N/A</del>	<del>N/A</del>		<del>per port</del>	<del>N/A</del>	<del>N/A</del>	<del>N/A</del>	<del>N/A</del>	<del>N/A</del>	<del>N/A</del>
30	<del>Premise Access Ports (OC1) Tier 2</del>			<del>N/A</del>	<del>N/A</del>		<del>per port</del>	<del>N/A</del>	<del>N/A</del>	<del>N/A</del>	<del>N/A</del>	<del>N/A</del>	<del>N/A</del>
31	Premise Access Ports (OC3) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
32	Premise Access Ports (OC3) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
33	Premise Access Ports (OC12) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
34	Premise Access Ports (OC12) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
35	Premise Access Ports (OC48) Tier 1			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
36	Premise Access Ports (OC48) Tier 2			N/A	N/A		per port	N/A	N/A	N/A	N/A	N/A	N/A
37	Mileage Dedicated Ring Service OC3 per mile over 10 miles Tier 1		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A
38	Mileage Dedicated Ring Service OC3 Tier 2		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A
39	Mileage Dedicated Ring Service OC12 per mile over 10 miles Tier 1		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A
40	Mileage Dedicated Ring Service OC12 Tier 2		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A
41	Mileage Dedicated Ring Service OC48 per mile over 10 miles Tier 1		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A
42	Mileage Dedicated Ring Service OC48 Tier 2		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A
43	Mileage Dedicated Ring Service OC192 per mile over 10 miles Tier 1		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A
44	Mileage Dedicated Ring Service OC192 Tier 2		N/A	N/A	N/A		per mile	N/A	N/A	N/A	N/A	N/A	N/A
45				N/A	N/A			N/A	N/A			\$ -	N/A
46				N/A	N/A			N/A	N/A			\$ -	N/A
47				N/A	N/A			N/A	N/A			\$ -	N/A
48				N/A	N/A			N/A	N/A			\$ -	N/A
49				N/A	N/A			N/A	N/A			\$ -	N/A

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
50				N/A	N/A			N/A	N/A			\$ -	N/A
51	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
52	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

## Cost Table 6.1.3.4, ISDN Basic Rate Interface (BRI)

## 6.1.3.4.a, ISDN BRI Service and Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Basic ISDN BRI Service Tier 1			66	\$ -		circuit/mo	4,800	\$ -		130	\$ -	\$ -
2	Basic ISDN BRI usage Tier 1			N/A	N/A		per minute	48,000	\$ -	N/A	N/A	N/A	\$ -
3	Video Quality ISDN BRI Service Tier 1			45	\$ -		circuit/mo	3,000	\$ -		90	\$ -	\$ -
4	Video Quality ISDN BRI Usage Tier 1		N/A	N/A	N/A		per minute	30,000	\$ -	N/A	N/A	N/A	\$ -
5	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
6	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

## 6.1.3.4.b, ISDN BRI Optional Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
7	Basic ISDN BRI Service Tier 2			N/A	N/A		circuit/mo	N/A	N/A		N/A	N/A	N/A
8	Basic ISDN BRI usage Tier 2	N/A	N/A	N/A	N/A		per minute	N/A	N/A	N/A	N/A	N/A	N/A
9	Video Quality ISDN BRI Service Tier 2			N/A	N/A		circuit/mo	N/A	N/A		N/A	N/A	N/A
10	Video Quality ISDN BRI Usage Tier 2		N/A	N/A	N/A		per minute	N/A	N/A	N/A	N/A	N/A	N/A
11	Expedite Option			N/A	N/A	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15				N/A	N/A			N/A	N/A		N/A	N/A	N/A
16				N/A	N/A			N/A	N/A		N/A	N/A	N/A
17	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
18	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

**Cost Table 6.1.3.8 Digital Subscriber Line (DSL) Features**

## 6.1.3.8.a, Digital Subscriber Line (DSL) Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Asymmetrical with 128Kbps upstream and 384 Kbps downstream Tier 1			7	\$ -		per circuit	280	\$ -	N/A	N/A	N/A	\$ -
2	Asymmetrical with 384 Kbps upstream and 1.544 Mbps downstream Tier 1			7	\$ -		per circuit	70	\$ -	N/A	N/A	N/A	\$ -
3	Symmetrical at 384 Kbps Tier 1			7	\$ -		per circuit	88	\$ -	N/A	N/A	N/A	\$ -
4	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
5	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

## 6.1.3.8.b, Digital Subscriber Line (DSL) Features (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qtY	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
6	Asymmetrical with 128Kbps upstream and 384 Kbps downstream Tier 2			N/A	N/A		per circuit	N/A	N/A	N/A	N/A	N/A	N/A
7	Asymmetrical with 384 Kbps upstream and 1.544 Mbps downstream Tier 2			N/A	N/A		per circuit	N/A	N/A	N/A	N/A	N/A	N/A
8	Symmetrical at 384 Kbps Tier 2			N/A	N/A		per circuit	N/A	N/A	N/A	N/A	N/A	N/A
9	DSL Expedite option			N/A	N/A	N/A	occurrence	N/A	N/A	N/A	N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
13	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -



## Cost Table 6.1.5.1.2, Station Wiring Services

## 6.1.5.1.2, Station Wiring Services (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Station Cabling - Horizontal Copper Cat 3			N/A		N/A	each	N/A	N/A	N/A	N/A	N/A	
2	Station Cabling - Horizontal Copper Cat 5e			N/A		N/A	each	N/A	N/A	N/A	N/A	N/A	
3	Station Cabling - Horizontal Copper Cat 6			N/A		N/A	each	N/A	N/A	N/A	N/A	N/A	
4	Station Cabling - Horizontal Optical Fiber IEEE 802.3Z			N/A		N/A	each	N/A	N/A	N/A	N/A	N/A	
5	Station Cabling - Horizontal Copper Identify, Test, & Label			N/A		N/A	each	N/A	N/A	N/A	N/A	N/A	
8	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
9	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

## Cost Table 6.1.5.1.3 Inside Wiring Services

## 6.1.5.1.3, Inside Wiring Services (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Classification Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Station Cabling - Installer, Inside Wiring			N/A		N/A	hour	N/A	N/A	N/A	N/A	N/A	\$ -
2	Station Cabling - Technician, Inside Wiring			N/A		N/A	hour	N/A	N/A	N/A	N/A	N/A	\$ -
3	Station Cabling - Technician, Optical Fiber, Inside Wiring			N/A		N/A	hour	N/A	N/A	N/A	N/A	N/A	\$ -
6	Design Engineer			N/A		N/A	hour	N/A	N/A	N/A	N/A	N/A	\$ -
7	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
8	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

## Section 7-B

**Cost Table 6.2.3, Long Distance Calling (M-O)**

As described in Section 6.2.19.1.8, billing for long distance calling will be in 6 second intervals.

Bidders are to enter their base rate for international calls in line 4 below and the appropriate discount rate for each of the specified sample countries in the corresponding recurring field below.

**6.2.3.a, Long Distance Calling (M-O)**

A	B	C	D	E	F	G
Line item #	Feature Name	Bidder identifier	Recurring cost/item per unit	Unit of measure	Model recurring mo. qty of units	Model recurring monthly costs
1	Intra-LATA Calling Dedicated to Dedicated Access			minute	2,200,000	\$ -
2	Intra-LATA Calling Dedicated to Switched Access			minute	3,300,000	\$ -
3	Intra-LATA Calling Switched to Dedicated Access			minute	3,300,000	\$ -
4	Intra-LATA Calling Switched to Switched Access			minute	13,200,000	\$ -
5	Intra-State/Inter-LATA Calling Dedicated to Dedicated Access			minute	1,320,000	\$ -
6	Intra-State/Inter-LATA Calling Dedicated to Switched Access			minute	1,980,000	\$ -
7	Intra-State/Inter-LATA Calling Switched to Dedicated Access			minute	1,980,000	\$ -
8	Intra-State/Inter-LATA Calling Switched to Switched Access			minute	7,920,000	\$ -
9	Inter-State Calling Dedicated to Dedicated Access			minute	880,000	\$ -
10	Inter-State Calling Dedicated to Switched Access			minute	1,320,000	\$ -
11	Inter-State Calling Switched to Dedicated Access			minute	1,320,000	\$ -
12	Inter-State Calling Switched to Switched Access			minute	5,280,000	\$ -
13	International Calling Rates		Recurring cost/item per unit	Unit of measure	N/A	N/A
14	Mexico			minute	5,000	\$ -
15	Canada			minute	5,000	\$ -
16	United Kingdom			minute	2,000	\$ -
17	Japan			minute	2,000	\$ -
18	China			minute	2,000	\$ -
19	Israel			minute	2,000	\$ -
20	Korea			minute	2,000	\$ -
21	Brazil			minute	2,000	\$ -

**Cost Table 6.2.6.1 Network Based ACD**

6.2.6.1.a, Network Based ACD Features (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Network ACD (up to 8 agents)			3	\$ -		per minute	75,000	\$ -	N/A	N/A	N/A	\$ -
2	Network ACD (up to 24 agents)			1	\$ -		per minute	75,000	\$ -	N/A	N/A	N/A	\$ -
3	Network ACD (up to 48 agents)			1	\$ -		per minute	125,000	\$ -	N/A	N/A	N/A	\$ -
4	Network ACD (up to 96 agents)			1	\$ -		per minute	250,000	\$ -	N/A	N/A	N/A	\$ -
5	Network ACD (up to 192 agents)			1	\$ -		per minute	500,000	\$ -	N/A	N/A	N/A	\$ -
6	Network ACD (over 192 agents)			1	\$ -		per minute	1,000,000	\$ -	N/A	N/A	N/A	\$ -
7	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
8	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.2.6.1.b, Network Based ACD (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
16	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

**Cost Table 6.2.6.1.4 Network ACD MIS Tracking for Each Call Center**

6.2.6.1.4.a, Network ACD MIS Tracking for Each Call Center (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	MIS for Network ACD (up to 8 agents)			1	\$ -		Contact Center	25	\$ -		5	\$ -	\$ -
2	MIS for Network ACD (up to 24 agents)			1	\$ -		Contact Center	5	\$ -		12	\$ -	\$ -
3	MIS for Network ACD (up to 48 agents)			1	\$ -		Contact Center	4	\$ -		5	\$ -	\$ -
4	MIS for Network ACD (up to 96 agents)			1	\$ -		Contact Center	3	\$ -		2	\$ -	\$ -
5	MIS for Network ACD (up to 192 agents)			1	\$ -		Contact Center	2	\$ -		6	\$ -	\$ -
6	MIS for Network ACD (over 192 agents)			1	\$ -		Contact Center	3	\$ -		6	\$ -	\$ -
7	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
8	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.2.6.1.4.b, Network ACD MIS Tracking for Each Call Center (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15				N/A	N/A			N/A	N/A		N/A	N/A	N/A
16				N/A	N/A			N/A	N/A		N/A	N/A	N/A
17				N/A	N/A			N/A	N/A		N/A	N/A	N/A
18				N/A	N/A			N/A	N/A		N/A	N/A	N/A
19	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
20	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

**Cost Table 6.2.6.1.6 Additional Network Call Center Maintenance**

6.2.6.1.6.a, Additional Network Call Center Maintenance (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	7/24 On-Site Call Center Maintenance		N/A	N/A	N/A		Agent	200	\$ -	N/A	N/A	N/A	\$ -
2	Remote Call Center Maintenance Support for off hours			50	\$ -	N/A	Hourly	N/A	N/A	N/A	N/A	N/A	\$ -
3	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
4	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.2.6.1.6.b, Additional Network Call Center Maintenance (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
5				N/A	N/A			N/A	N/A		N/A	N/A	N/A
6				N/A	N/A			N/A	N/A		N/A	N/A	N/A
7				N/A	N/A			N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
16	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

**Cost Table 6.2.10, Toll Free Services**

6.2.10.a, Toll Free Services (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. qty of units	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Basic Coverage - Calif.		N/A	N/A	N/A		minute	50,025,492	\$ -	N/A	N/A	N/A	\$ -
2	Extended Call Coverage - US		N/A	N/A	N/A		minute	2,295,135	\$ -	N/A	N/A	N/A	\$ -
3	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
4	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.2.10.b, Toll Free Services (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. qty of units	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
5	Extended Call Coverage - North America Dedicated Access			N/A	N/A		minute	N/A	N/A		N/A	N/A	N/A
6	Extended Call Coverage - North America Switched Access			N/A	N/A		minute	N/A	N/A		N/A	N/A	N/A
7	Tailored Call Coverage			N/A	N/A		minute	N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
11	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -



**Cost Table 6.2.10.2, International Toll Free Service**

6.2.10.2.a, International Toll Free Service (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	International Toll Free Service Dedicated Access		N/A	N/A			per minute	15,000	\$ -	N/A	N/A	N/A	\$ -
2	International Toll Free Service Switched Access		N/A	N/A			per minute	15,000	\$ -	N/A	N/A	N/A	\$ -
3	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
4	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.2.10.2.b, International Toll Free Call Routing Service (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
5				N/A	N/A			N/A	N/A		N/A	N/A	N/A
6				N/A	N/A			N/A	N/A		N/A	N/A	N/A
7	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
8	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

**Cost Table 6.2.12, Calling Card Services**

Per minute usage charges are reflected in usage based tables.

**6.2.12.a, Calling Card Services (M-O)**

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per call	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Standard Calling Card Usage		N/A	N/A	N/A		per call	1,000	\$ -	N/A	N/A	N/A	\$ -
2	Limited Usage Calling Card (Usage)		N/A	N/A	N/A		per minute	2,000	\$ -	N/A	N/A	N/A	\$ -
3	Limited Usage Calling Card (Recharge)		N/A	N/A	N/A		per occurrence	100	\$ -	N/A	N/A	N/A	\$ -
4	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
5	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

**6.2.12.b, Calling Card Services (D)**

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
6	Feature Packages:			N/A	N/A			N/A	N/A		N/A	N/A	N/A
7				N/A	N/A			N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
14	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

## Section 7-C

**Cost Table 6.3.5.1.4 IP Network Based ACD Management Information System (MIS) Tracking for Each Contact Center**

Table 6.3.5.1.4.a, IP Network Based ACD MIS Tracking for Each Contact Center (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	MIS for IP Network ACD (8 ports)			1	\$ -		Contact Center	15	\$ -		3	\$ -	\$ -
2	MIS for IP Network ACD (24 ports)			1	\$ -		Contact Center	3	\$ -		3	\$ -	\$ -
3	MIS for IP Network ACD (48 ports)			1	\$ -		Contact Center	2	\$ -		3	\$ -	\$ -
4	MIS for IP Network ACD (96 ports)			1	\$ -		Contact Center	2	\$ -		3	\$ -	\$ -
5	MIS for IP Network ACD (192 ports)			1	\$ -		Contact Center	2	\$ -		3	\$ -	\$ -
6	MIS for IP Network ACD (over 192 ports)			1	\$ -		Contact Center	2	\$ -		3	\$ -	\$ -
7	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
8	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Table 6.3.5.1.4.b, IP Network Based ACD MIS Tracking for Each Contact Center (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15				N/A	N/A			N/A	N/A		N/A	N/A	N/A
16				N/A	N/A			N/A	N/A		N/A	N/A	N/A
17				N/A	N/A			N/A	N/A		N/A	N/A	N/A
18				N/A	N/A			N/A	N/A		N/A	N/A	N/A
19	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
20	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

**Cost Table 6.3.5.1.6 IP Network Contact Center Maintenance**

Table 6.3.5.1.6.a, IP Network Contact Center Maintenance (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	7/24 On-Site Contact Center Maintenance		N/A	N/A	N/A		Agent	50	\$ -	N/A	N/A	N/A	\$ -
2	Remote Contact Center Maintenance Support for off hours			20	\$ -	N/A	Hourly	N/A	N/A	N/A	N/A	N/A	\$ -
3	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
4	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

Table 6.3.5.1.6.b, IP Network Contact Center Maintenance (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
5				N/A	N/A			N/A	N/A		N/A	N/A	N/A
6				N/A	N/A			N/A	N/A		N/A	N/A	N/A
7				N/A	N/A			N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11				N/A	N/A			N/A	N/A		N/A	N/A	N/A
12				N/A	N/A			N/A	N/A		N/A	N/A	N/A
13				N/A	N/A			N/A	N/A		N/A	N/A	N/A
14				N/A	N/A			N/A	N/A		N/A	N/A	N/A
15	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
16	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

**Cost Table 6.3.5.3, IP Network Based Specialized Call Routing**

6.3.5.3.a, IP Network Based Specialized Call Routing (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Specialized Call Routing Package		N/A	N/A	N/A		minute	500000	\$ -	N/A	N/A	N/A	\$ -
2	Historical Database Service		N/A	1	N/A		Gig per month	50	\$ -	N/A	N/A	N/A	\$ -
3	Administrative Workstation Software		N/A	N/A	N/A		Per additional license	3	\$ -	N/A	N/A	N/A	\$ -
4	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
5	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.3.5.3.b, IP Network Based Specialized Call Routing (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
6				N/A	N/A			N/A	N/A		N/A	N/A	N/A
7				N/A	N/A			N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
11	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

**Cost Table 6.3.5.4 Computer Telephone Integration (CTI) for IP Network Based ACD**

6.3.5.4.a, Computer Telephone Integration (CTI) for IP Network Based ACD (M-O)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
1	Basic CTI Functionality		N/A	N/A	N/A		agent	200	\$ -	N/A	N/A	N/A	\$ -
2	Voice Processing Integration			2	\$ -	N/A	application	N/A	N/A	N/A	N/A	N/A	\$ -
3	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
4	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

6.3.5.4.b, Computer Telephone Integration (CTI) for IP Network Based ACD (D)

A	B	C	D	E	F	G	H	I	J	K	L	M	N
Line item #	Feature Name	Bidder identifier	One time cost per item	Model one time monthly qty	Model one time monthly costs	Monthly recurring cost/item per unit	Unit of measure	Model recurring mo. Qty	Model recurring monthly costs	Cost per change per item	Model no. of changes per mo.	Model costs of changes per mo.	Model total extended costs
5				N/A	N/A			N/A	N/A		N/A	N/A	N/A
6				N/A	N/A			N/A	N/A		N/A	N/A	N/A
7				N/A	N/A			N/A	N/A		N/A	N/A	N/A
8				N/A	N/A			N/A	N/A		N/A	N/A	N/A
9				N/A	N/A			N/A	N/A		N/A	N/A	N/A
10				N/A	N/A			N/A	N/A		N/A	N/A	N/A
11	Model Monthly Totals:				\$ -				\$ -			\$ -	\$ -
12	Model Annual Totals:				\$ -				\$ -			\$ -	\$ -

## Section 8



### 8.2.2 Delivery of Submission Items

- All submission items must be delivered to the Department of General Services Procurement Division Official, see Section 1.6, by the date(s) indicated in Section 1.7, KEY ACTION DATES
- The State recommends the use of certified or registered mail with return receipt requested

### 8.2.3 Proposal Format

Each Proposal must include:

- Nine (9) hardcopies, one (1) of which is clearly marked “MASTER” (Note: if one copy of the Final Proposal is not clearly marked "MASTER" the State will select a copy and designate it as the Master Copy.) If discrepancies are found between two or more copies of the Proposal, the Proposal may be rejected
- Nine (9) Electronic copies on CD, one copy attached to each proposal hardcopy

The following heading must be shown on each page of the Proposal (except when response is required on a DGS supplied form/matrix):

<i>Submission Item Title (Including Module Number)</i> RFP DGS-2053 <i>Bidder Name</i>	<i>Volume number, Page number</i> <i>Exhibit number (if applicable)</i>
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Proposals must be submitted in the following structured manner; however, Volumes 3 and 4 are not required for the Conceptual and Detailed Technical Proposals:

- Volume 1 – Response to Requirements
  - Cover Letter
  - Table of Contents
  - Executive Summary
  - Response to Requirements
- Volume 2 – Literature
- Volume 3 – Costs (**Must be Sealed Separately**)
- Volume 4 – Completed Contract

It is the Bidder’s responsibility to ensure that its Proposal is submitted in a manner that enables the Evaluation Team to easily locate all responses for each Requirement of this RFP.